



California
TECHNOLOGY AGENCY
Office of Technology Services

California Technology Agency Billing System (CalTABS)

June 19, 2012

California Technology Agency Billing System

Demonstration and Overview

- **Project Team**
- **Background**
- **Features**
- **Benefits**
- **What's Next**
- **CalTABS Demonstration**

California Technology Agency Billing System

Project Team

- **Melissa Matsuura, Executive Sponsor**
- **Steering Committee**
 - **Mike Deraya**
 - **Gary Grootveld**
 - **Bill Liu**
- **Lisa Silva, Project Director**
- **Bridget Arena, Project Manager**
- **Elizabeth Brownfield, Technical Manager**
- **Natividad Nevarez, Business Manager**
- **Ravikumar Jeenaraj, Technical Lead**
- **Cindy Maciel, Business Lead**

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Background

- The Governor's Reorganization Plan (GRP) consolidated multiple State IT functions under the California Technology Agency. The consolidation of the billing systems is one of the planned strategic projects.
- The CalTABS is a solution that enables the customer's billing information to be stored in an integrated, single billing system with the capability to produce electronic invoice information in a secure format.

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- **Background (Continued)**
- **Customer Focus Group established to:**
 - Inform customer community
 - Document customer requirements and specific needs
 - Document customer data files and data elements
 - Document required invoice and report requirements
 - Determine training needs

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Features

The CalTABS utilizes the IBM Tivoli Usage and Accounting Manager (TUAM).

- Collects resource usage data
- Assigns service codes to each service
- Delivers detailed information and reports about the use of resources
- Central repository for billing and usage data
- Provides easy reporting through a web portal
- Provides customers the ability to track and manage their IT costs

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Benefits

- CalTABS is an enterprise billing solution that supports the billing for:
 - California Technology Agency services
 - OTech services
 - New services
 - Public Safety Communication Office (PSCO) – implementation will be phased in at a later date

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Benefits (Continued)

■ Improve customer service

- Quicker availability of invoice data
- Additional invoice detail
- Ability to export reports to Excel format
- No cost to view invoices via the web
- Allows access to a broader range of users

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Benefits (Continued)

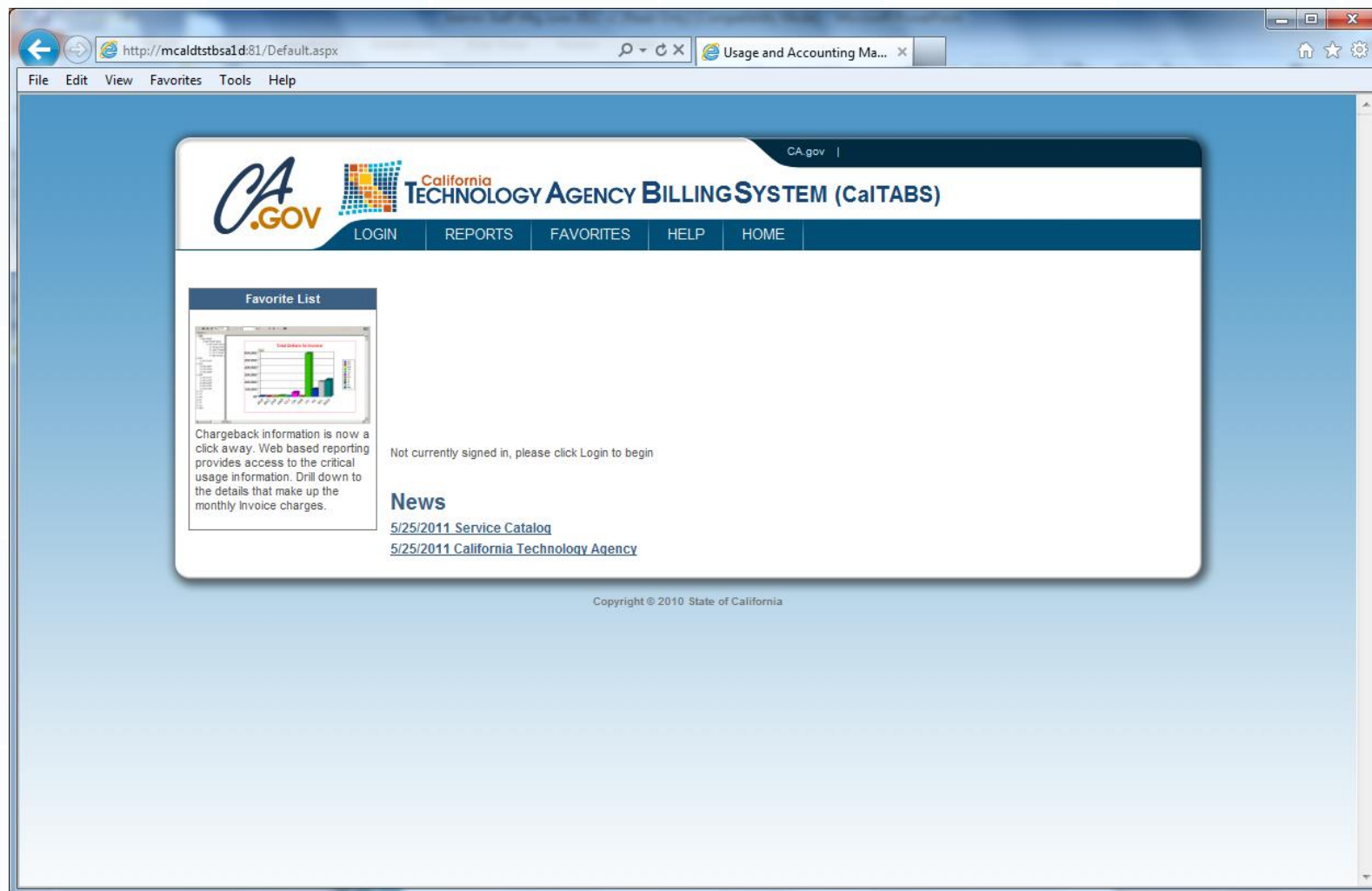
- **Secure electronic interface for external customers to receive monthly invoices and invoice detail information.**
 - Electronic invoices published by customer id
 - Ability to control levels of access to web reports and invoices for customers/users (password restricted)
 - Ability to view invoices and invoice detail reports via the web 24/7

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What's Next for CalTABS?

- Customer training (July/August)
- Phase I – Implementation
- Phase II - Enhancements
- Phase III – PSCO's billing interface

California Technology Agency Billing System Demonstration



The screenshot shows a web browser window displaying the California Technology Agency Billing System (CalTABS) interface. The browser's address bar shows the URL `http://mcaldtstbsa1d:81/Default.aspx`. The page features a blue header with the CA.GOV logo and the text "California TECHNOLOGY AGENCY BILLING SYSTEM (CalTABS)". Below the header is a navigation menu with links for LOGIN, REPORTS, FAVORITES, HELP, and HOME. The main content area includes a "Favorite List" section with a bar chart, a message about chargeback information, a notice for users not currently signed in, and a "News" section with two links: [5/25/2011 Service Catalog](#) and [5/25/2011 California Technology Agency](#). The footer of the page states "Copyright © 2010 State of California".

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LOGIN REPORTS FAVORITES HELP HOME

Favorite List

Chargeback information is now a click away. Web based reporting provides access to the critical usage information. Drill down to the details that make up the monthly invoice charges.

Not currently signed in, please click Login to begin

News

[5/25/2011 Service Catalog](#)

[5/25/2011 California Technology Agency](#)

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■ Questions/Comments?